

**CITY OF CORNER BROOK
CAREER OPPORTUNITY**

**CUSTOMER SERVICE REPRESENTATIVE (Temporary)
(FINANCE & ADMINISTRATION DEPARTMENT)**

The City of Corner Brook is presently accepting applications for the temporary position of **CUSTOMER SERVICE REPRESENTATIVE** with the Department of Finance & Administration for a 3 month period (January – March 2017).

The **Customer Service Representative** (CSR) will report to the Director of Finance and Administration, or designate, and will be responsible for providing information and assistance to members of the public and the business community through the City of Corner Brook customer service desk at City Hall. This is a senior administrative position within the City organization and the person(s) holding the position will serve as the first point of contact for visitors to City Hall. The CSR must therefore be knowledgeable in the rudimentary requirements in areas relating to municipal development, engineering and treasury services and be competent to effectively communicate the requirements of the various divisions to the enquiring parties. This person will be required to provide proper assistance for completion of various applications, tourism inquiries, permit fees, taxation payments and general enquiries. This person will receive enquiries and customer service requests and ensure that sufficient information is gathered to forward the matter to the applicable parties as necessary for follow-up, as well as provide clerical services as required. The Customer Services Representative will provide guidance and mentoring to other employees and serve as a monitor to the overall delivery of customer service through the front desk.

Qualifications: Completion of an Office or Business Administration degree or diploma supplemented with a minimum 36 months of work related experience, of which a minimum of 24 months must have been working with the City of Corner Brook. Must possess excellent communication skills for liaising and communicating with customers and internal departmental staff and be able to deal with people sensitively, tactfully and professionally at all times. Must have a working knowledge of proper accounting principles and practices, and have knowledge of the city's application process. Strong computer skills are a requirement of this position .

SALARY: \$44,958.30 (2016)

CLASSIFICATION: C.U.P.E. LOCAL 768 - GRADE J (37.5 hours per week)

CLOSING DATE: December 19, 2016

COMPETITION NO: 2016-42

THIS POSITION IS OPEN TO INTERNAL CANDIDATES ONLY.

Please submit résumés **giving complete details of qualifications** on or before December 19, 2016 by 4:30pm to: Human Resources Office, City of Corner Brook, P.O. Box 1080, Corner Brook, NL, A2H 6E1; Fax # 637-1627; E-mail hr@cornerbrook.com